

Amendments to the claims

1. (currently amended) A method for providing an information service to a user comprising:

receiving from the user a request first communication through a first medium, the first communication including a first request;

searching a database for first information responsive to the first request; storing the first information in a file associated with the user, the file being accessible at a predetermined data location;

receiving from the user a second communication through the first medium after a termination of the first communication, the second communication including a second request;

retrieving the file associated with the user; incorporating, into the file, second information resulting from a search in response to the second request;

~~organizing the information at a data location~~; and allowing access by the user to the file at the predetermined data location to obtain therefrom at least part of the first and second information through a second medium.

2. (original) The method of claim 1 wherein the first medium includes a voice medium.

3. (original) The method of claim 1 wherein the second medium includes a data medium.

4. (currently amended) The method of claim 1 wherein the predetermined data location is identified by a uniform resource locator (URL).

5. (currently amended) The method of claim 1 wherein the predetermined data location includes a WAP site.

6. (currently amended) The method of claim 1 wherein the part of the first and second information includes a telephone number desired by the user.

7. (currently amended) The method of claim 1 wherein the part of the first and second information concerns an event.

8. (currently amended) The method of claim 1 wherein the part of the first and second information includes an address.

9. (currently amended) The method of claim 1 wherein the first and second information is organized presented in an organization according to a preference of the user.

10. (currently amended) The method of claim 1 wherein the at least part of the first and second information is obtained as a result of a user search by the user.

11. (currently amended) The method of claim 10 wherein the user search is based on a location.

12. (currently amended) The method of claim 10 wherein the user search is based on a keyword.

13. (currently amended) The method of claim 10 wherein the user search is based on a date.

14. (currently amended) A method for providing a service to a user of a communications device, comprising:
  - maintaining a file associated with the user, the file including at least one user preference;
    - receiving, from the user, a request through a first medium afforded by the communications device;
    - retrieving the file associated with the user;
    - obtaining information responsive to the request;
    - providing the user with access to the information;
    - presenting, to the user, the information in an organization according to the at least one user preference in the file;
  - receiving a message generated by the communications device based on at least part of the information, the message being received through a second medium afforded by the communications device; and
  - providing the service based on content of the received message.
15. (original) The method of claim 14 wherein the message includes a telephone number associated with the communications device.
16. (original) The method of claim 14 wherein the message includes an address.
17. (original) The method of claim 14 wherein the message includes event information.
18. (original) The method of claim 14 wherein the service includes making reservation for the user.

19. (original) The method of claim 14 wherein the service includes providing travel directions to the user.

20. (original) The method of claim 14 wherein the first medium includes a voice medium.

21. (original) The method of claim 14 wherein the second medium includes a data medium.

22. (original) The method of claim 14 wherein the information is accessible at a data location.

23. (original) The method of claim 22 wherein the data location is identified by a URL.

24. (original) The method of claim 22 wherein the data location includes a WAP site.

25. (original) A method for providing a service to a user of a communications device, comprising:

receiving a request from the communications device;

searching a database for information responsive to the request, the information including a desired telephone number;

connecting the communications device to a station associated with the desired telephone number through a voice connection;

identifying a status condition of the voice connection; and

providing data through a data connection to the communications device in

response to the status condition.

26. (original) The method of claim 25 wherein the data indicates the status condition.

27. (original) The method of claim 25 wherein the data concerns at least one service option.

28. (original) The method of claim 27 wherein the at least one service option includes an option to obtain the desired telephone number.

29. (original) The method of claim 27 wherein the at least one service option includes an option to connect the user to an operator of the service.

30. (original) The method of claim 27 wherein the at least one service option includes an option to leave a message for delivery to a party associated with the desired telephone number.

31. (original) The method of claim 25 wherein the voice connection includes a telephone connection, and the status condition includes a ring-no-answer condition.

32. (original) The method of claim 25 wherein the voice connection includes a telephone connection, and the status condition includes a busy condition.

33. (original) The method of claim 25 wherein the voice connection includes a telephone connection, and the status condition includes a communication failure.

34. (currently amended) A method for use in a communications apparatus capable of communications in a plurality of media, the method comprising:

transmitting a request for a search for information through a first medium;  
accessing information one or more search results responsive to the request, which are provided through a second medium;

generating a message based on at least part of the information a selected one of the search results; and

transmitting the message to a system which provides a service based on content of the message.

35. (original) The method of claim 34 wherein the message includes a telephone number associated with the communications apparatus.

36. (original) The method of claim 34 wherein the message includes an address.

37. (original) The method of claim 34 wherein the message includes event information.

38. (original) The method of claim 34 wherein the service includes making reservation for a user of the communications apparatus.

39. (original) The method of claim 34 wherein the service includes providing travel directions to a user of the communications apparatus.

40. (original) The method of claim 34 wherein the first medium includes a voice medium.

41. (original) The method of claim 34 wherein the second medium includes a data medium.

42. (currently amended) A system for providing an information service to a user comprising:

an interface for receiving from the user a request first communication through a first medium, the first communication including a first request;

a device for searching a database for first information responsive to the first request;

storage for storing the first information in a file associated with the user, the file being accessible at a predetermined data location, a second communication being received from the user through the first medium after a termination of the first communication, the second communication including a second request, the file associated with the user being retrieved; and

a processor for incorporating, into the file, second information resulting from a search in response to the second request and

a server for organizing the information at a data location, thereby allowing access by the user to the file at the predetermined data location to obtain therefrom at least part of the first and second information through a second medium.

43. (original) The system of claim 42 wherein the first medium includes a voice medium.

44. (original) The system of claim 42 wherein the second medium includes a data medium.

45. (currently amended) The system of claim 42 wherein the predetermined data

location is identified by a URL.

46. (currently amended) The system of claim 42 wherein the predetermined data location includes a WAP site.

47. (currently amended) The system of claim 42 wherein the part of the first and second information includes a telephone number desired by the user.

48. (currently amended) The system of claim 42 wherein the part of the first and second information concerns an event.

49. (currently amended) The system of claim 42 wherein the part of the first and second information includes an address.

50. (currently amended) The system of claim 42 wherein the first and second information is organized presented in an organization according to a preference of the user.

51. (currently amended) The system of claim 42 wherein the at least part of the first and second information is obtained as a result of a user search by the user.

52. (currently amended) The system of claim 51 wherein the user search is based on a location.

53. (currently amended) The system of claim 51 wherein the user search is based on a keyword.

54. (currently amended) The system of claim 51 wherein the user search is based on a date.

55. (currently amended) A system for providing a service to a user of a communications apparatus, comprising:

storage for maintaining a file associated with the user, the file including at least one user preference;

an interface for receiving, from the user, a request through a first medium afforded by the communications device[;], the file associated with the user being retrieved;

a device for obtaining information responsive to the request, the user being provided with access to the information;

a mechanism for presenting, to the user, the information in an organization according to the at least one user preference in the file; and

a server for receiving a message generated by the communications apparatus based on at least part of the information, the message being received through a second medium afforded by the communications apparatus, the service being provided based on content of the received message.

56. (original) The system of claim 55 wherein the message includes a telephone number associated with the communications device.

57. (original) The system of claim 55 wherein the message includes an address.

58. (original) The system of claim 55 wherein the message includes event information.

59. (original) The system of claim 55 wherein the service includes making

reservation for the user.

60. (original) The system of claim 55 wherein the service includes providing travel directions to the user.

61. (original) The system of claim 55 wherein the first medium includes a voice medium.

62. (original) The system of claim 55 wherein the second medium includes a data medium.

63. (original) The system of claim 55 wherein the information is accessible at a data location.

64. (original) The system of claim 63 wherein the data location is identified by a URL.

65. (original) The system of claim 63 wherein the data location includes a WAP site.

66. (original) A system for providing a service to a user of a communications apparatus, comprising:

an interface for receiving a request from the communications device;

a device for searching a database for information responsive to the request, the information including a desired telephone number;

a switch for connecting the communications device to a station associated with the desired telephone number through a voice connection;

a processor for identifying a status condition of the voice connection; and  
a server for providing data through a data connection to the communications  
device in response to the status condition.

67. (original) The system of claim 66 wherein the data indicates the status  
condition.

68. (original) The system of claim 66 wherein the data concerns at least one  
service option.

69. (original) The system of claim 68 wherein the at least one service option  
includes an option to obtain the desired telephone number.

70. (original) The system of claim 68 wherein the at least one service option  
includes an option to connect the user to an operator of the service.

71. (original) The system of claim 68 wherein the at least one service option  
includes an option to leave a message for delivery to a party associated with the desired  
telephone number.

72. (original) The system of claim 66 wherein the voice connection includes a  
telephone connection, and the status condition includes a ring-no-answer condition.

73. (original) The system of claim 66 wherein the voice connection includes a  
telephone connection, and the status condition includes a busy condition.

74. (original) The system of claim 66 wherein the voice connection includes a

telephone connection, and the status condition includes a communication failure.

75. (currently amended) Apparatus capable of communications in a plurality of media, the apparatus comprising:

a first interface for transmitting a request for information through a first medium;

a second interface for accessing information one or more search results responsive to the request, which are provided through a second medium;

a processor for generating a message based on a selected one of the search results at least part of the information; and

a transmitter for transmitting the message to a system which provides a service based on content of the message.

76. (original) The apparatus of claim 75 wherein the message includes a telephone number associated with the communications apparatus.

77. (original) The apparatus of claim 75 wherein the message includes an address.

78. (original) The apparatus of claim 75 wherein the message includes event information.

79. (original) The apparatus of claim 75 wherein the service includes making reservation for a user of the apparatus.

80. (original) The apparatus of claim 75 wherein the service includes providing travel directions to a user of the apparatus.

81. (original) The apparatus of claim 75 wherein the first medium includes a voice

medium.

82. (original) The apparatus of claim 75 wherein the second medium includes a data medium.

83. (original) The apparatus of claim 75 wherein the first interface includes telephone circuitry.

84. (original) The apparatus of claim 75 wherein the second interface includes a modem facility.

85. (original) The apparatus of claim 75 comprising a WAP enabled mobile device.